

CATEGORY REPORT

# Managed File Transfer

Acellion Kitemworks  
Adobe Send & Track  
Citrix ShareFile

GoAnywhere Managed File Transfer  
IBM Managed File Transfer  
Ipswitch MOVEit System

LeapFile  
Oracle Managed File Transfer  
SolarWinds Serv-U

487

Reviews

9

Vendors Evaluated

# Table of Contents

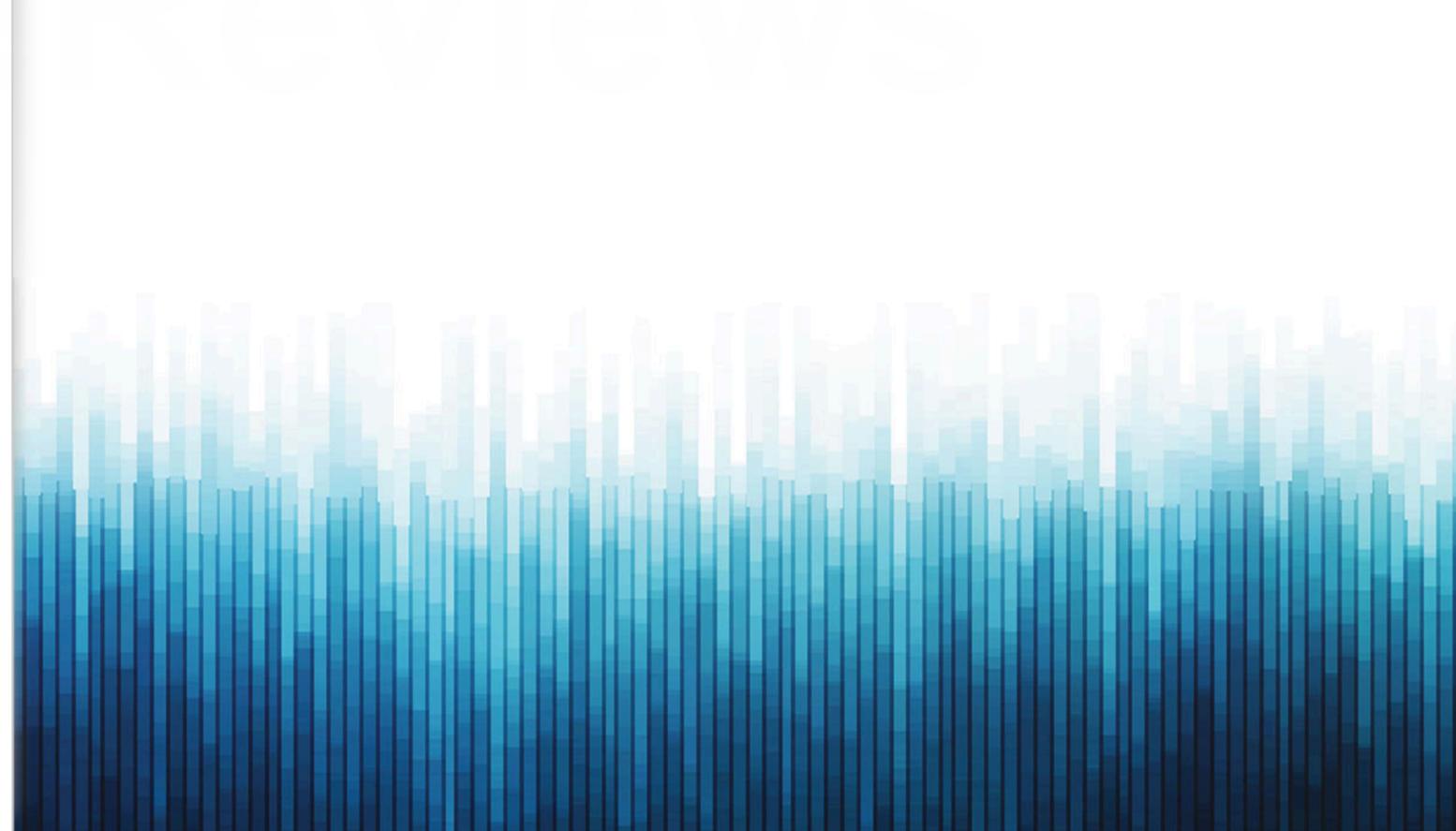
- Data Quadrant**..... 5
- Category Overview** ..... 6
- Vendor Capability Summary**..... 7
- Vendor Capabilities**..... 8
- Product Feature Summary** ..... 14
- Product Features** ..... 15
- Emotional Footprint Summary** ..... 21
- Emotional Footprint**..... 22

## How to Use the Report

Info-Tech’s Category Reports provide a comprehensive evaluation of popular products in the Managed File Transfer market. This buyer’s guide is designed to help prospective purchasers make better decisions by leveraging the experiences of real users.

The data in this report is collected from real end users, meticulously verified for veracity, exhaustively analyzed, and visualized in easy to understand charts and graphs. Each product is compared and contrasted with all other vendors in their category to create a holistic, unbiased view of the product landscape.

Use this report to determine which product is right for your organization. For highly detailed reports on individual products, see Info-Tech’s Product Scorecard.



# Software Directory

## MANAGED FILE TRANSFER SOFTWARE

Selecting software can be overwhelming and one of the biggest challenges facing organizations is understanding the marketplace and identifying all of the available vendors and products. The Software Directory is a comprehensive list of all relevant software vendors in a particular category. Use this page to create the right vendor shortlist by exploring all of the options available to your organization.

## Managed File Transfer Software

 **Accellion Kiteworks**

 **Acronis Files Cloud**

 **Adobe Send & Track**

 **AMPLIFY Managed File Transfer**

 **ASCI ActiveBatch**

 **ASG - Outbound Enterprise**

 **Aspera Console**

 **Attachmate Managed File Transfer**

 **Attunity Manged File Transfer**

 **Biscom Secure File Transfer**

 **bTrade TDXchange**

 **CA Automic Dollar Universe**

 **CA NetMaster**

 **Citrix ShareFile**

 **Cleo Integration Suite**

 **Cornerstone Managed File Transfer**

 **Coviant Diplomat Managed File Transfer**

 **CyberArk Inter-Business Vault**

 **DataMotion Platform**

 **Direct FTP**

 **Flux Managed File Transfer**

 **Globalscape Enhanced File Transfer**

 **GoAnywhere Managed File Transfer**

 **IBM Managed File Transfer**

 **Ipswitch MOVEit System**

 **JSCAPE Managed File Transfer**

 **LeapFile**

 **Liaison Alloy**

 **MayTech Global Data Transfer**

 **Momentum Systems Secure AutoFTP**

 **OpenText HighTail**

 **OpenText Secure Managed File Transfer**

 **Oracle Managed File Transfer**

 **Primeur Enterprise Managed File Transfer**

 **Safe-T Software-Defined Access**

 **Seeburger Managed File Transfer**

# Software Directory

## MANAGED FILE TRANSFER SOFTWARE

Selecting software can be overwhelming and one of the biggest challenges facing organizations is understanding the marketplace and identifying all of the available vendors and products. The Software Directory is a comprehensive list of all relevant software vendors in a particular category. Use this page to create the right vendor shortlist by exploring all of the options available to your organization.

## Managed File Transfer Software

 Signiant Manager+Agents

 SolarWinds Serv-U

 Stonebranch Universal Data Mover

 Thru OptiPaaS

 TIBCO Managed File Transfer

 VanDyke SecureFX

 Wing FTP



# SOFTWARE REVIEWS Data Quadrant



INFO~TECH  
RESEARCH GROUP  
SoftwareReviews

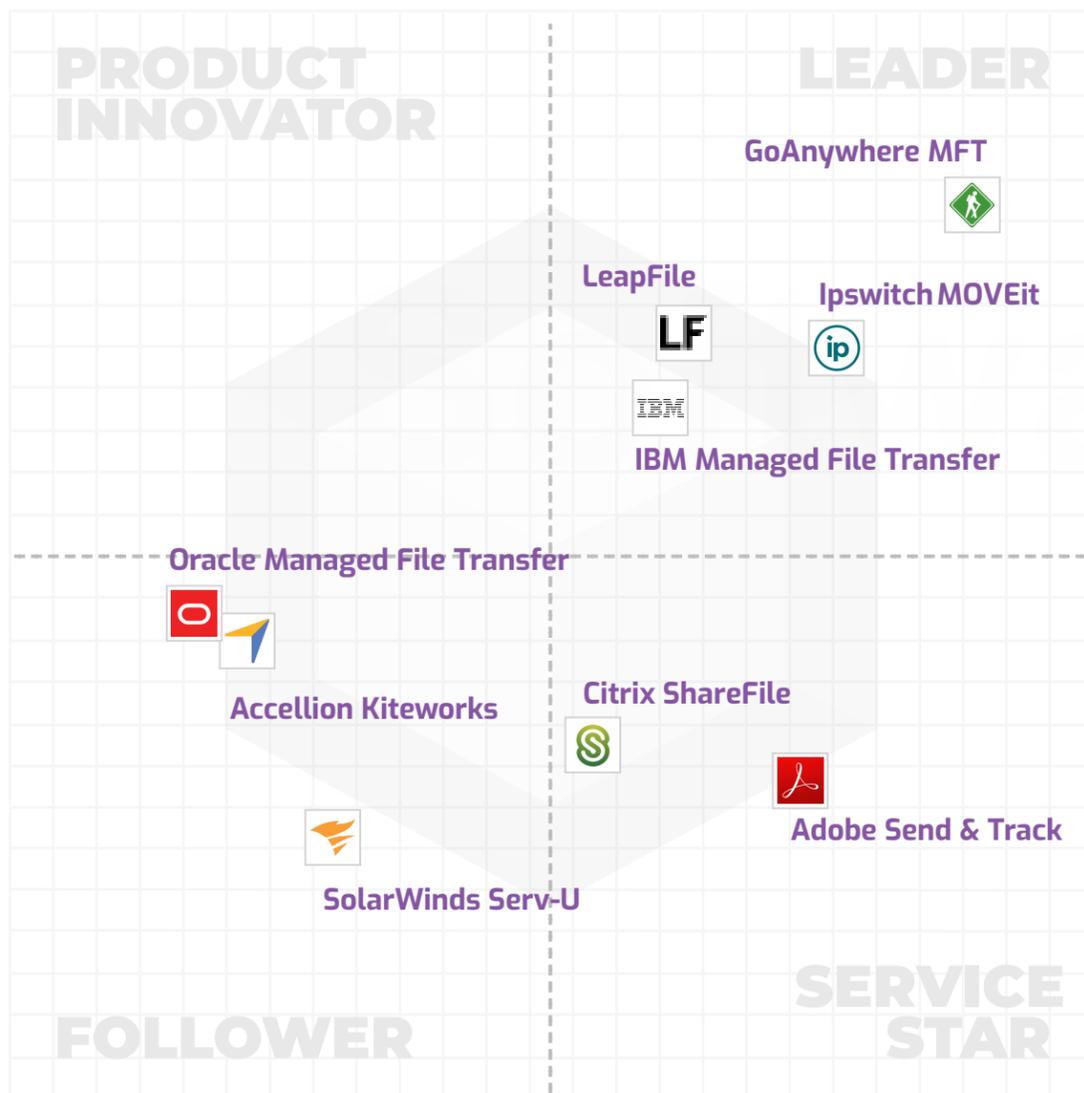
Assess vendor and product performance at a glance and use the Software Reviews Data Quadrant to identify which products and vendors are leading the pack and which are trailing.



MANAGED FILE TRANSFER  
Data Quadrant  
MARCH 2019

9.4

PRODUCT FEATURES AND SATISFACTION



7.4

6.4 10 VENDOR EXPERIENCE AND CAPABILITIES

## MANAGED FILE TRANSFER

The Software Reviews Data Quadrant evaluates and ranks products based on feedback from IT and business professionals. The placement of a software in the Data Quadrant indicates its relative ranking as well as its categorization.

### The Complete Software Experience

When distilled down, the software experience is shaped by both the experience with the software and the relationship with the vendor. Evaluating enterprise software along these two dimensions provides a comprehensive understanding of the product and helps identify vendors that can deliver on both.

#### Product Features and Satisfaction

The satisfaction is captured in the overall satisfaction score, which is driven by the likelihood of users to recommend the software, combined with user satisfaction across top product features.

#### Vendor Experience and Capabilities

The vendor relationship is calculated in a weighted average of the satisfaction scores tied to vendor capabilities (e.g. software implementation, training, customer support, product roadmap) as well as emotional response ratings toward the vendor (e.g. trustworthy, respectful, fair).

**Note:** The axes ranges are dynamically adjusted based on minimum and maximum values in the dataset.

# Category Overview

This page provides a high level summary of product performance within the Managed File Transfer category. Products are ranked by a composite satisfaction score (Composite Score) that averages four different areas of evaluation: Net Emotional Footprint, Vendor Capabilities, Product Features, and Likeliness to Recommend. The Net Emotional Footprint Score measures user emotional response ratings of the vendor (e.g. trustworthy, respectful, fair).

Use this data to get a sense of the field, and to see how the products you're considering stack up.

RANK	VENDOR	COMPOSITE SCORE	NET EMOTIONAL FOOTPRINT	NET EMOTIONAL FOOTPRINT DISTRIBUTION	VENDOR CAPABILITIES	PRODUCT FEATURES	LIKELINESS TO RECOMMEND	NUMBER OF REVIEWS
	 GoAnywhere MFT	8.9/10	+92 	 1% NEGATIVE 93% POSITIVE	83%	84%	91%	32
	 Ipswitch MOVEit System	8.6/10	+86 	 2% NEGATIVE 88% POSITIVE	80%	82%	88%	40
	 LeapFile	8.4/10	+84 	 3% NEGATIVE 87% POSITIVE	81%	85%	86%	25
	 IBM MFT	8.3/10	+84 	 3% NEGATIVE 87% POSITIVE	80%	81%	87%	93
5	 Adobe Send & Track	8.2/10	+86 	 2% NEGATIVE 88% POSITIVE	77%	76%	79%	15
6	 ShareFile	7.9/10	+84 	 4% NEGATIVE 88% POSITIVE	75%	78%	79%	104
7	 Oracle MFT	7.4/10	+74 	 7% NEGATIVE 81% POSITIVE	78%	80%	81%	57
8	 Accellion Kiteworks	7.4/10	+77 	 7% NEGATIVE 84% POSITIVE	75%	81%	80%	25
9	 SolarWinds Serv-U	7.4/10	+83 	 3% NEGATIVE 86% POSITIVE	75%	78%	76%	20
<b>AVERAGE SCORES</b>		<b>8.1/10</b>	<b>+83</b> 	 4% NEGATIVE 87% POSITIVE	<b>78%</b>	<b>81%</b>	<b>83%</b>	<b>46</b>

VENDORS WITH INSUFFICIENT DATA								
--	 Coviant Diplomat MFT	--	+72 	 12% NEGATIVE 84% POSITIVE	--	--	83%	10

# Vendor Capability Summary

This page summarizes user satisfaction with a variety of vendor capabilities regarding their product offering(s). Look for strong and consistent performance across the board when assembling your shortlist, and follow-up on areas of concern during the evaluation and negotiation processes.

VENDOR	OVERALL CAPABILITY SATISFACTION	BUSINESS VALUE CREATED	BREADTH OF FEATURES	QUALITY OF FEATURES	PRODUCT STRATEGY AND RATE OF IMPROVEMENT	USABILITY AND INTUITIVENESS	VENDOR SUPPORT	EASE OF DATA INTEGRATION	EASE OF IT ADMINISTRATION	EASE OF CUSTOMIZATION	AVAILABILITY AND QUALITY OF TRAINING	EASE OF IMPLEMENTATION
<b>GoAnywhere Managed File Transfer</b>	<b>83%</b>	<b>84%</b>	<b>81%</b>	<b>81%</b>	<b>82%</b>	<b>84%</b>	<b>88%</b>	<b>87%</b>	<b>82%</b>	<b>78%</b>	<b>75%</b>	<b>86%</b>
<b>LeapFile</b>	<b>81%</b>	<b>86%</b>	<b>78%</b>	<b>78%</b>	<b>78%</b>	<b>84%</b>	<b>82%</b>	<b>80%</b>	<b>84%</b>	<b>82%</b>	<b>83%</b>	<b>76%</b>
<b>Ipswitch MOVEit System</b>	<b>80%</b>	<b>81%</b>	<b>83%</b>	<b>82%</b>	<b>75%</b>	<b>81%</b>	<b>83%</b>	<b>83%</b>	<b>84%</b>	<b>74%</b>	<b>68%</b>	<b>81%</b>
<b>IBM Managed File Transfer</b>	<b>79%</b>	<b>81%</b>	<b>79%</b>	<b>80%</b>	<b>79%</b>	<b>80%</b>	<b>77%</b>	<b>81%</b>	<b>79%</b>	<b>79%</b>	<b>77%</b>	<b>82%</b>
<b>Oracle Managed File Transfer</b>	<b>78%</b>	<b>80%</b>	<b>78%</b>	<b>79%</b>	<b>76%</b>	<b>77%</b>	<b>77%</b>	<b>80%</b>	<b>78%</b>	<b>75%</b>	<b>78%</b>	<b>79%</b>
<b>Adobe Send &amp; Track</b>	<b>77%</b>	<b>78%</b>	<b>77%</b>	<b>82%</b>	<b>80%</b>	<b>88%</b>	<b>67%</b>	<b>83%</b>	<b>80%</b>	<b>67%</b>	<b>70%</b>	<b>78%</b>
<b>SolarWinds Serv-U</b>	<b>75%</b>	<b>73%</b>	<b>70%</b>	<b>76%</b>	<b>80%</b>	<b>81%</b>	<b>78%</b>	<b>81%</b>	<b>76%</b>	<b>69%</b>	<b>68%</b>	<b>78%</b>
<b>Citrix ShareFile</b>	<b>75%</b>	<b>74%</b>	<b>70%</b>	<b>80%</b>	<b>78%</b>	<b>74%</b>	<b>74%</b>	<b>77%</b>	<b>77%</b>	<b>75%</b>	<b>72%</b>	<b>78%</b>
<b>Accellion Kiteworks</b>	<b>75%</b>	<b>78%</b>	<b>72%</b>	<b>72%</b>	<b>77%</b>	<b>80%</b>	<b>73%</b>	<b>72%</b>	<b>72%</b>	<b>76%</b>	<b>74%</b>	<b>79%</b>
<b>CATEGORY AVERAGE</b>	<b>78%</b>	<b>79%</b>	<b>76%</b>	<b>79%</b>	<b>78%</b>	<b>81%</b>	<b>77%</b>	<b>80%</b>	<b>79%</b>	<b>75%</b>	<b>74%</b>	<b>80%</b>

VENDORS WITH INSUFFICIENT DATA												
<b>Coviant Diplomat Managed File Transfer</b>	<b>86%</b>	<b>85%</b>	<b>83%</b>	<b>88%</b>	<b>83%</b>	<b>78%</b>	<b>94%</b>	<b>89%</b>	<b>88%</b>	<b>88%</b>	<b>79%</b>	<b>89%</b>

# Vendor Capability Satisfaction

This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

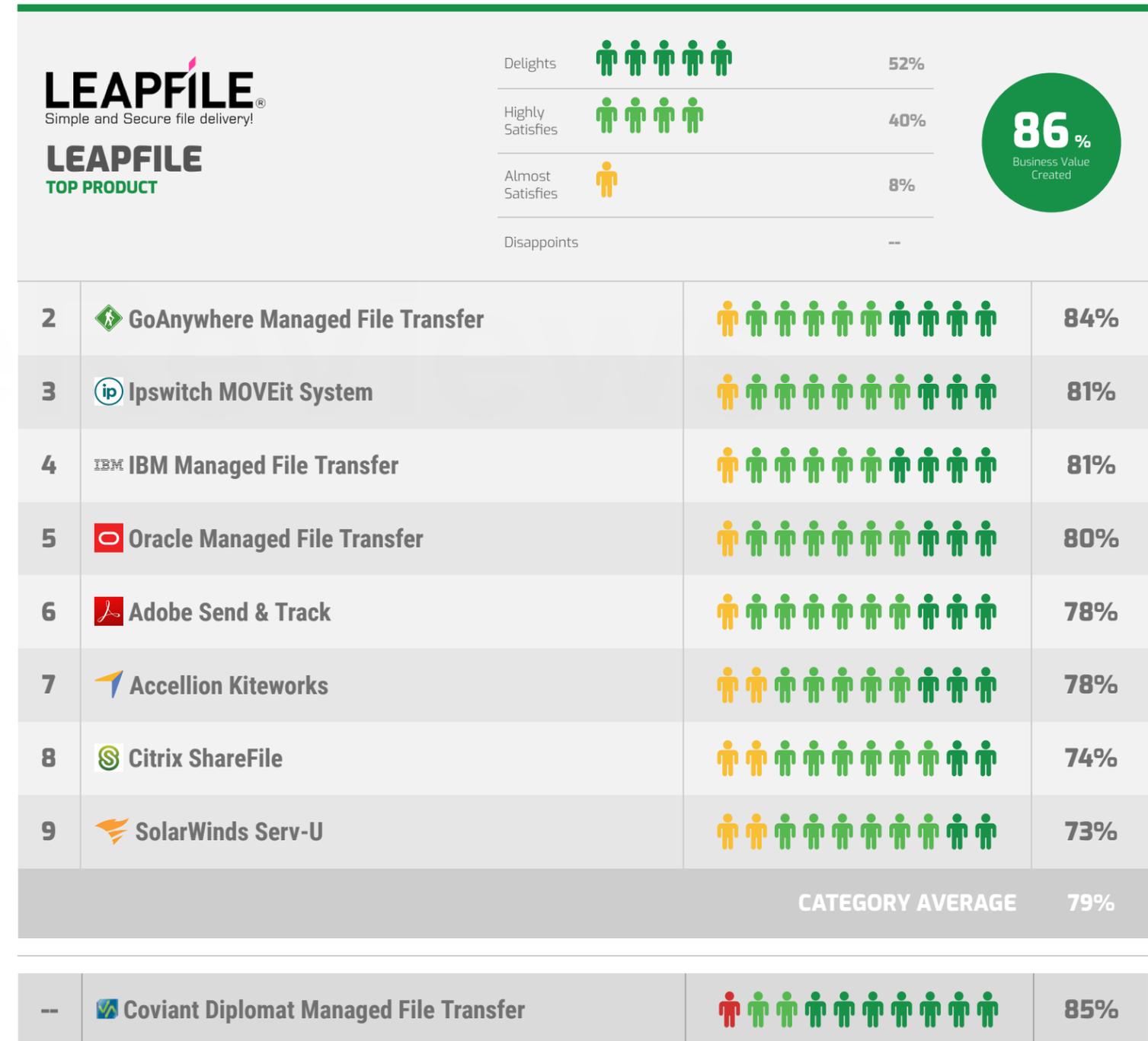
## Vendor Capabilities

This table lists and briefly describes all vendor capabilities that are evaluated in the Managed File Transfer software category. For your convenience, you will also find longer descriptions of the capabilities under the capability subheadings in the subsequent pages.

<b>Business Value Created</b>	The ability to bring value to the organization.
<b>Breadth of Features</b>	The ability to perform a wide variety of tasks.
<b>Quality of Features</b>	The ability to perform at or above industry standards.
<b>Product Strategy and Rate of Improvement</b>	The ability to adapt to market change.
<b>Usability and Intuitiveness</b>	The ability to reduce training due to intuitive design.
<b>Vendor Support</b>	The ability to receive timely and sufficient support.
<b>Ease of Data Integration</b>	The ability to seamlessly integrate data.
<b>Ease of IT Administration</b>	Ease of use of the backend user interface.
<b>Ease of Customization</b>	The ability to scale the solution to a business' unique needs.
<b>Availability and Quality of Training</b>	Quality training allows employees to take full advantage of the software.
<b>Ease of Implementation</b>	The ability to implement the solution without unnecessary disruption.

## Business Value Created

The underlying purpose of software is to create value for employees, customers, partners and ultimately shareholders. As a result, it is imperative that any software selection be aligned with the organization's needs and deliver enough business value to justify the cost. The data below highlights the satisfaction level associated with the business value derived from various product offerings. Use this information to identify the software that consistently creates business value for its customers.



# Vendor Capability Satisfaction

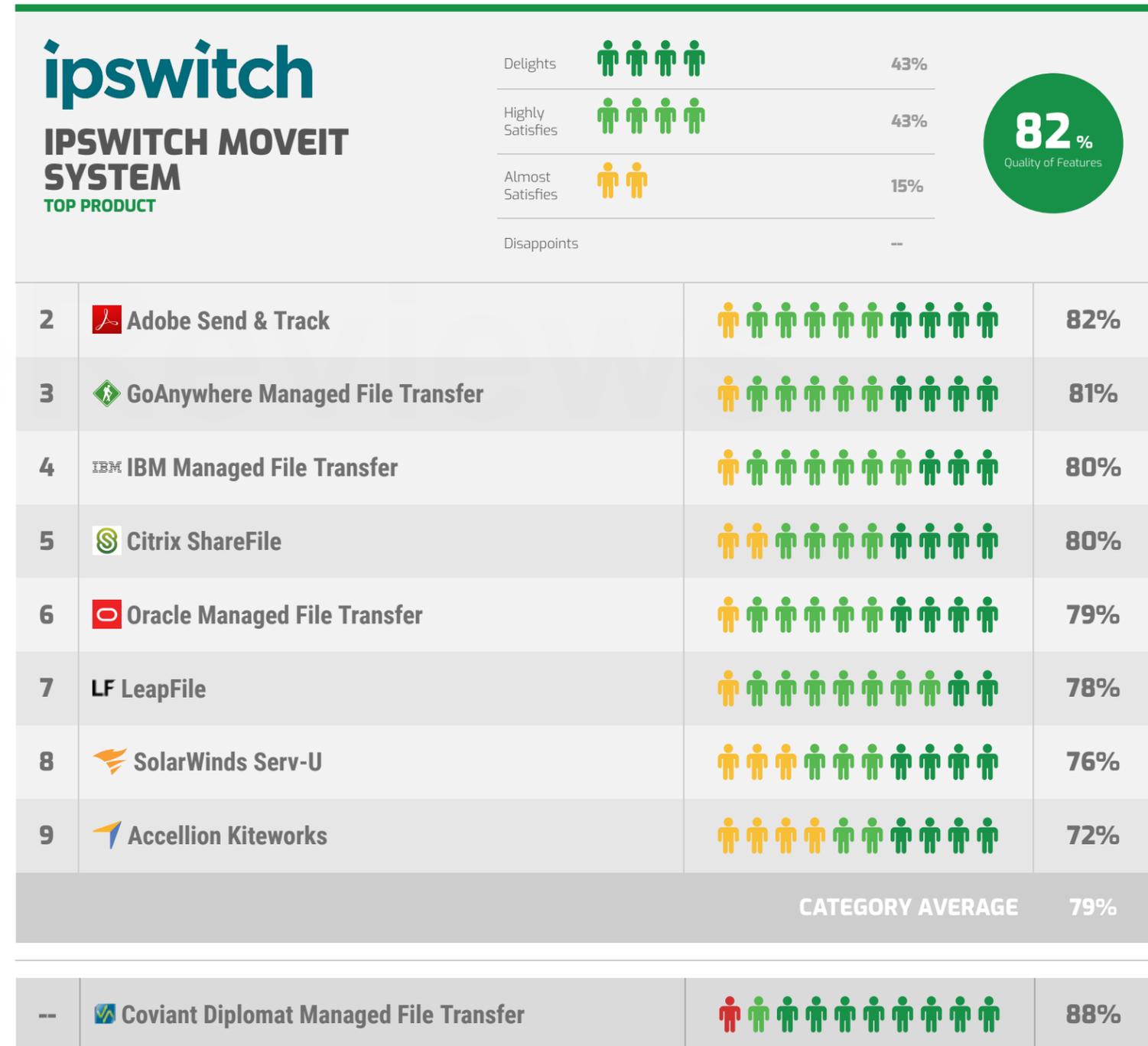
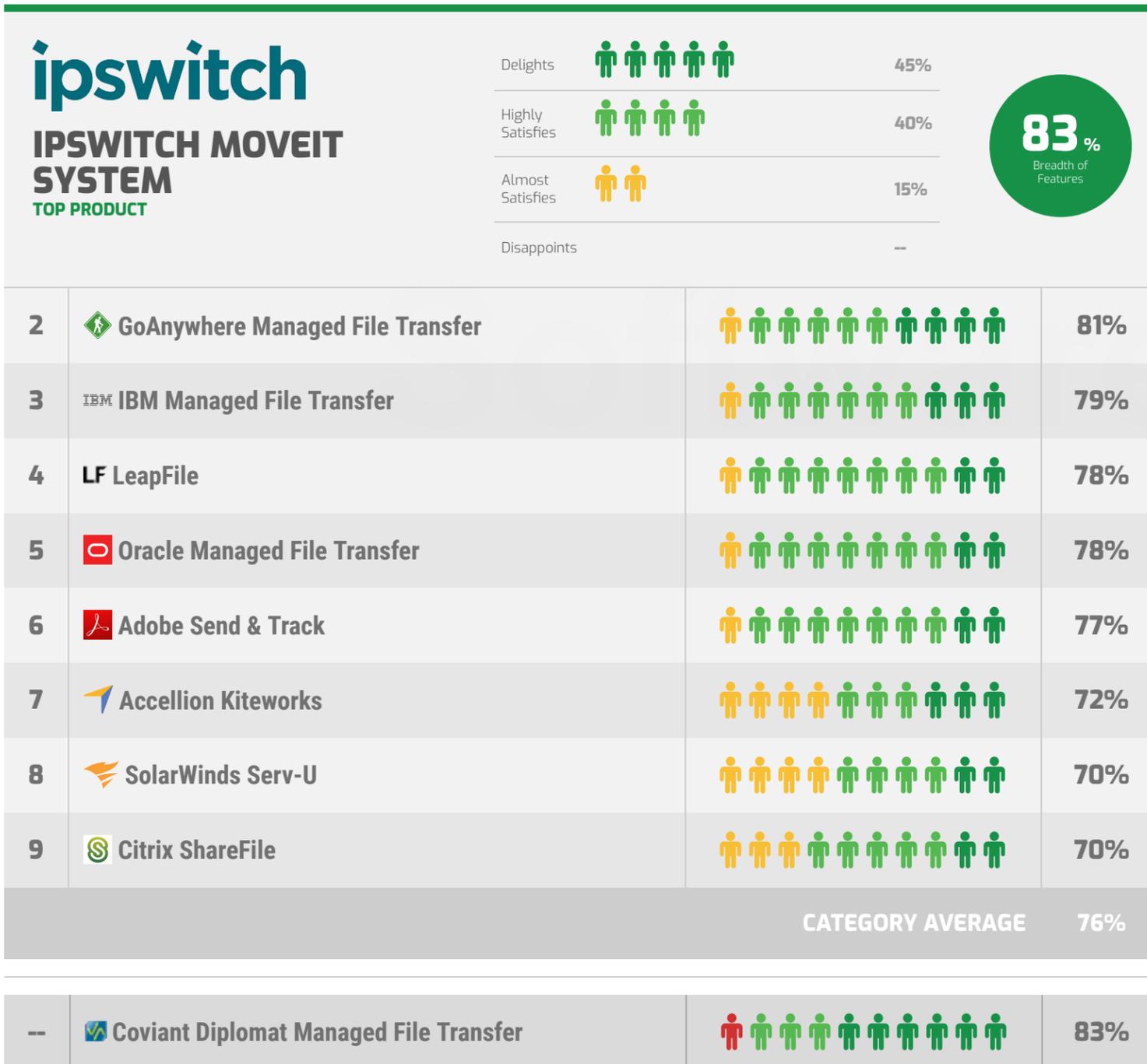
This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

## Breadth of Features

Users prefer to work with feature rich software that enables them to perform diverse series of tasks as opposed to one they find restrictive. The data below highlights the satisfaction level associated with the breadth of features from various product offerings. Use this information to identify which software offers valuable comprehensive functionality that extends beyond the basic level.

## Quality of Features

Feature quality is just as important as quantity. Software needs to do what you're purchasing it to do, easily, intuitively, reliably, and effectively. Use the data in this section to gauge whether or not a product follows through on the marketing hype by delivering high quality features.



# Vendor Capability Satisfaction

This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

## Product Strategy and Rate of Improvement

Purchasing software can be a significant commitment, so it's important to know if your vendor is serious about the need for constant improvement and deliberate strategic direction. Vendors who don't stay on top of emerging needs and trends won't enable you to meet your business goals. Use the data in this section to separate innovators from imposters.



**GO ANYWHERE®**  
A HelpSystems Solution

**GOANYWHERE MANAGED FILE TRANSFER**  
TOP PRODUCT

Delights		31%
Highly Satisfies		66%
Almost Satisfies		3%
Disappoints		--

82%

Product Strategy  
and Rate of  
Improvement

2	SolarWinds Serv-U		80%
3	Adobe Send & Track		80%
4	IBM Managed File Transfer		79%
5	LF LeapFile		78%
6	Citrix ShareFile		78%
7	Accellion Kiteworks		77%
8	Oracle Managed File Transfer		76%
9	Ipswitch MOVEit System		75%
CATEGORY AVERAGE			78%

## Usability and Intuitiveness

End user learning curves cost the organization money. Pay attention to your end users' technical ability to determine how important UX is in your purchase.



Adobe Document Cloud

**ADOBE SEND & TRACK**  
TOP PRODUCT

Delights		53%
Highly Satisfies		47%
Almost Satisfies		--
Disappoints		--

88%

Usability and  
Intuitiveness

2	LF LeapFile		84%
3	GoAnywhere Managed File Transfer		84%
4	Ipswitch MOVEit System		81%
5	SolarWinds Serv-U		81%
6	IBM Managed File Transfer		80%
7	Accellion Kiteworks		80%
8	Oracle Managed File Transfer		77%
9	Citrix ShareFile		74%
CATEGORY AVERAGE			81%

--	Coviant Diplomat Managed File Transfer		83%
----	--	--	-----

--	Coviant Diplomat Managed File Transfer		78%
----	--	--	-----

# Vendor Capability Satisfaction

This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

## Vendor Support

The importance of vendor support will vary for each organization depending on internal capabilities, but there will always be issues that only the vendor can resolve. Use the data in this section to see which vendors tend to under-serve their product and which will offer quality support.

## Ease of Data Integration

The ability to integrate with other systems is increasingly important; without this, manual data loading and extraction can be time-consuming and prone to error. Use this section to see which vendors will cause headaches and which will make data integration easy.



**GO ANYWHERE**  
A HelpSystems Solution

**GOANYWHERE MANAGED FILE TRANSFER**  
TOP PRODUCT

Delights		58%
Highly Satisfies		35%
Almost Satisfies		6%
Disappoints	--	--

88%

Vendor Support



**GO ANYWHERE**  
A HelpSystems Solution

**GOANYWHERE MANAGED FILE TRANSFER**  
TOP PRODUCT

Delights		53%
Highly Satisfies		40%
Almost Satisfies		7%
Disappoints	--	--

87%

Ease of Data Integration

2	 Ipswitch MOVEit System		83%
3	LF LeapFile		82%
4	 SolarWinds Serv-U		78%
5	 Oracle Managed File Transfer		77%
6	 IBM Managed File Transfer		77%
7	 Citrix ShareFile		74%
8	 Accellion Kiteworks		73%
9	 Adobe Send & Track		67%
<b>CATEGORY AVERAGE</b>			<b>77%</b>

2	 Ipswitch MOVEit System		83%
3	 Adobe Send & Track		83%
4	 SolarWinds Serv-U		81%
5	 IBM Managed File Transfer		81%
6	 Oracle Managed File Transfer		80%
7	LF LeapFile		80%
8	 Citrix ShareFile		77%
9	 Accellion Kiteworks		72%
<b>CATEGORY AVERAGE</b>			<b>80%</b>

--	 Coviant Diplomat Managed File Transfer		94%
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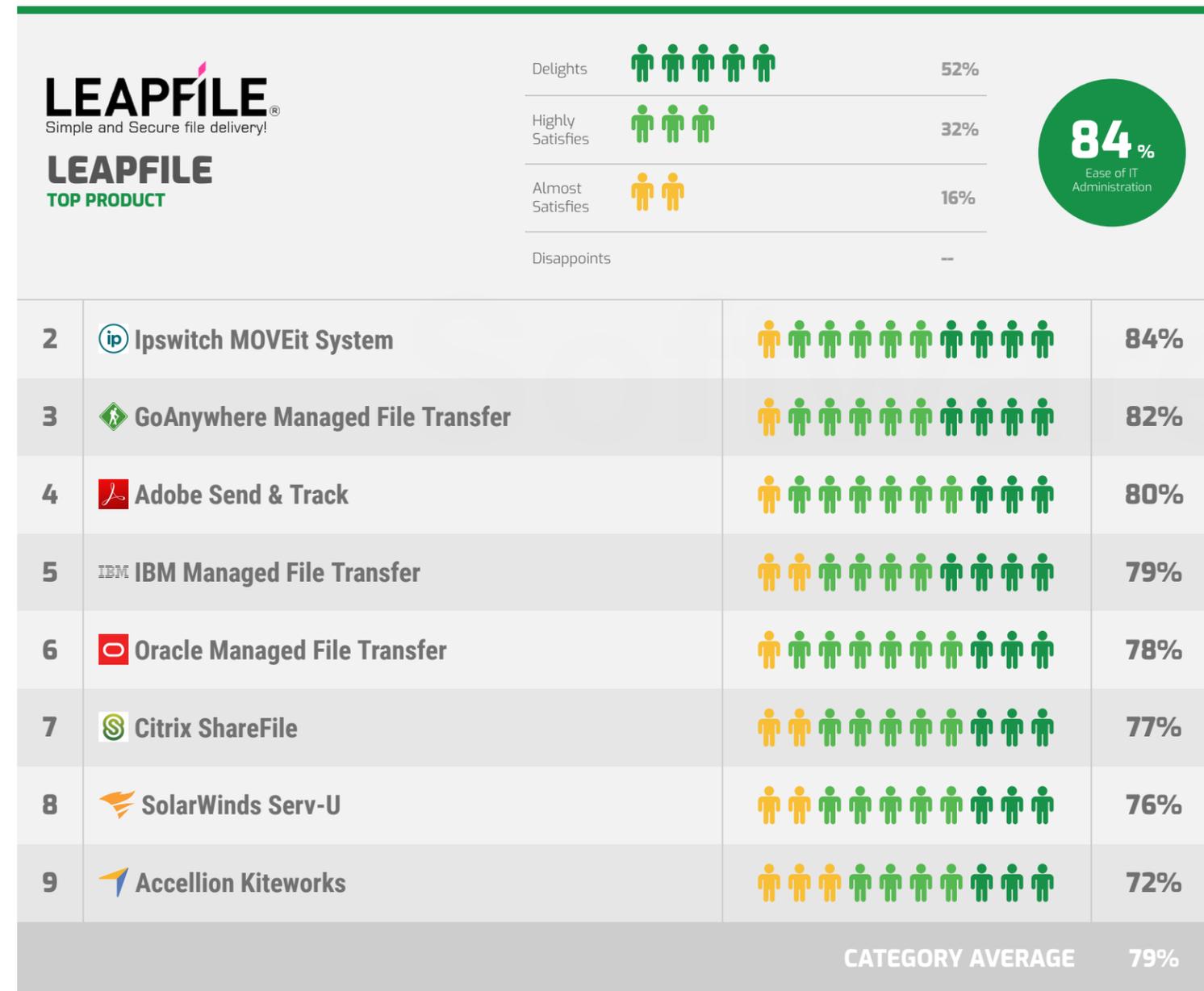
--	 Coviant Diplomat Managed File Transfer		89%
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# Vendor Capability Satisfaction

This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

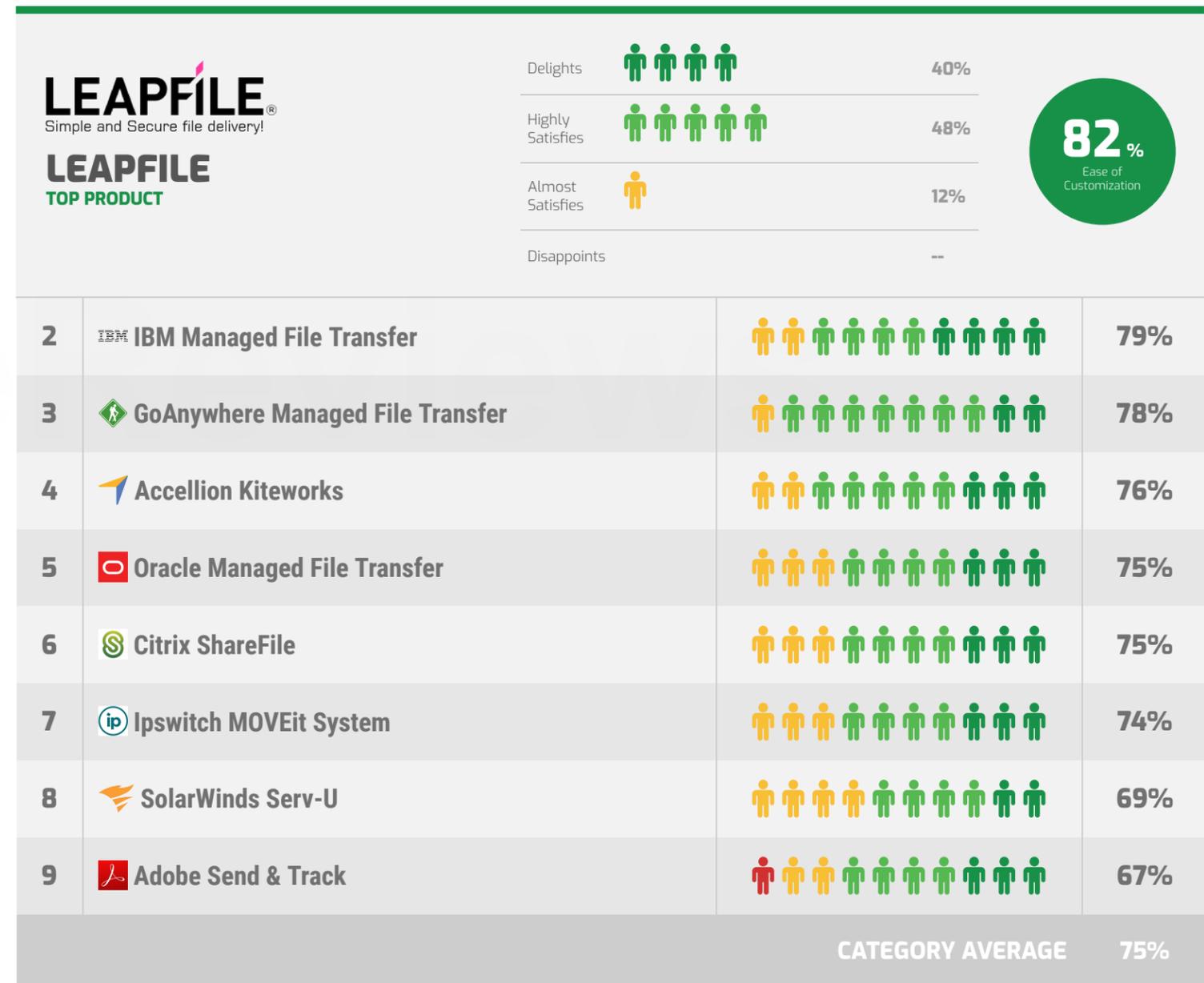
## Ease of IT Administration

Administrative interfaces don't get the same attention as those built for end users, but they shouldn't be clunky or unintuitive. Use the data in this section to determine which vendors make administration easy, so that your IT personnel can resolve issues and perform configurations efficiently and effectively.



## Ease of Customization

Out-of-the-box functionality often isn't enough, especially for niche or industry-specific software, and the reason you're buying rather than building is to save time and money in the first place. Don't get bogged down in a difficult customization; use the data in this section to make sure you can easily achieve the functionality you need for your particular situation.



# Vendor Capability Satisfaction

This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

## Availability and Quality of Training

Effective and readily available training enables users to get the most out of the software you've chosen. Use this section to make sure your vendor's training programs and materials measure up.

## Ease of Implementation

Choosing the right software is only the first step. Successfully implementing the new solution is necessary in order to realize its full value and promote end user adoption. Use the data in this section to determine which software is easy to implement, and which may jeopardize your goals by causing trouble in this stage.



**LEAPFILE**  
Simple and Secure file delivery!  
**LEAPFILE**  
TOP PRODUCT

Delights		52%
Highly Satisfies		36%
Almost Satisfies		8%
Disappoints		4%

83%  
Availability and Quality of Training



**GO ANYWHERE**<sup>®</sup>  
A HelpSystems Solution  
**GOANYWHERE MANAGED FILE TRANSFER**  
TOP PRODUCT

Delights		47%
Highly Satisfies		50%
Almost Satisfies		3%
Disappoints		--

86%  
Ease of Implementation

2	 Oracle Managed File Transfer		78%
3	 IBM Managed File Transfer		77%
4	 GoAnywhere Managed File Transfer		75%
5	 Accellion Kiteworks		74%
6	 Citrix ShareFile		72%
7	 Adobe Send & Track		70%
8	 Ipswitch MOVEit System		68%
9	 SolarWinds Serv-U		68%
<b>CATEGORY AVERAGE</b>			<b>74%</b>

2	 IBM Managed File Transfer		82%
3	 Ipswitch MOVEit System		81%
4	 Oracle Managed File Transfer		79%
5	 Accellion Kiteworks		79%
6	 Adobe Send & Track		78%
7	 Citrix ShareFile		78%
8	 SolarWinds Serv-U		78%
9	<b>LF LeapFile</b>		76%
<b>CATEGORY AVERAGE</b>			<b>80%</b>

--	 Coviant Diplomat Managed File Transfer		79%
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--	 Coviant Diplomat Managed File Transfer		89%
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# Product Feature Summary

This page summarizes user satisfaction with a variety of product features. While strong and consistent performance across the board is desirable, you may be willing to tolerate low scores on features that don't impact your primary use case or core objectives. Use this high-level data to help plan and structure your product evaluation.

VENDOR	OVERALL FEATURE SATISFACTION	AUTHENTICATION	DATA FIDELITY	ENCRYPTION/ DECRYPTION	FILE TRANSFER	HIGH PERFORMANCE	LARGE FILE SUPPORT	LDAP SUPPORT	MULTI-PLATFORM SUPPORT	QUOTA & BANDWIDTH CONTROL	SESSION MONITORING	TRANSPORT SECURITY
<b>LeapFile</b>	<b>85%</b>	<b>82%</b>	<b>83%</b>	<b>89%</b>	<b>88%</b>	<b>86%</b>	<b>83%</b>	<b>89%</b>	<b>79%</b>	<b>85%</b>	<b>86%</b>	<b>82%</b>
<b>GoAnywhere Managed File Transfer</b>	<b>84%</b>	<b>83%</b>	<b>83%</b>	<b>89%</b>	<b>92%</b>	<b>83%</b>	<b>85%</b>	<b>83%</b>	<b>84%</b>	<b>80%</b>	<b>81%</b>	<b>82%</b>
<b>Ipswitch MOVEit System</b>	<b>82%</b>	<b>86%</b>	<b>82%</b>	<b>84%</b>	<b>90%</b>	<b>80%</b>	<b>79%</b>	<b>83%</b>	<b>76%</b>	<b>76%</b>	<b>77%</b>	<b>86%</b>
<b>IBM Managed File Transfer</b>	<b>81%</b>	<b>81%</b>	<b>79%</b>	<b>83%</b>	<b>87%</b>	<b>84%</b>	<b>78%</b>	<b>81%</b>	<b>79%</b>	<b>77%</b>	<b>81%</b>	<b>81%</b>
<b>Acellion Kitematics</b>	<b>81%</b>	<b>82%</b>	<b>86%</b>	<b>81%</b>	<b>82%</b>	<b>82%</b>	<b>84%</b>	<b>89%</b>	<b>79%</b>	<b>75%</b>	<b>78%</b>	<b>70%</b>
<b>Oracle Managed File Transfer</b>	<b>80%</b>	<b>76%</b>	<b>81%</b>	<b>80%</b>	<b>83%</b>	<b>81%</b>	<b>79%</b>	<b>79%</b>	<b>75%</b>	<b>80%</b>	<b>82%</b>	<b>81%</b>
<b>Citrix ShareFile</b>	<b>78%</b>	<b>79%</b>	<b>80%</b>	<b>82%</b>	<b>79%</b>	<b>78%</b>	<b>78%</b>	<b>80%</b>	<b>78%</b>	<b>75%</b>	<b>75%</b>	<b>76%</b>
<b>SolarWinds Serv-U</b>	<b>78%</b>	<b>74%</b>	<b>87%</b>	<b>85%</b>	<b>85%</b>	<b>74%</b>	<b>79%</b>	<b>76%</b>	<b>82%</b>	<b>78%</b>	<b>69%</b>	<b>67%</b>
<b>Adobe Send &amp; Track</b>	<b>76%</b>	<b>73%</b>	<b>77%</b>	<b>80%</b>	<b>82%</b>	<b>78%</b>	<b>73%</b>	<b>77%</b>	<b>78%</b>	<b>70%</b>	<b>75%</b>	<b>77%</b>
<b>CATEGORY AVERAGE</b>	<b>81%</b>	<b>80%</b>	<b>81%</b>	<b>83%</b>	<b>84%</b>	<b>81%</b>	<b>79%</b>	<b>81%</b>	<b>78%</b>	<b>77%</b>	<b>79%</b>	<b>79%</b>

VENDORS WITH INSUFFICIENT DATA												
<b>Coviant Diplomat Managed File Transfer</b>	<b>94%</b>	<b>94%</b>	<b>94%</b>	<b>100%</b>	<b>97%</b>	<b>94%</b>	<b>91%</b>	<b>88%</b>	<b>84%</b>	<b>92%</b>	<b>92%</b>	<b>100%</b>

# Product Feature Satisfaction

This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

## Product Features

This table lists and describes all the features that are evaluated in the Managed File Transfer software category. For your convenience, these descriptions are repeated under the feature subheadings in the subsequent pages.

<b>Authentication</b>	Verification of authenticity of identities between the two organizations
<b>Data Fidelity</b>	Consistent data integrity throughout the process
<b>Encryption/decryption</b>	The encryption (source) and decryption (destination) of data transmitted
<b>File Transfer</b>	File transfer services
<b>High Performance</b>	High bandwidth data transfer, encryption/decryption, authentication of the service
<b>LDAP Support</b>	Support for user ID authentication across both organizations using MS Active Directory credentials
<b>Large File Support</b>	Support for large (>2GB) file transfers
<b>Multi-Platform Support</b>	Support for multiple clients on either side of the data transfer process
<b>Quota &amp; Bandwidth Control</b>	Ability to control quota and rate of transfer
<b>Session Monitoring</b>	Reporting and metrics of the data transferal session
<b>Transport Security</b>	Security of the data transmission

## Authentication

Verification of authenticity of identities between the two organizations

**IPSWITCH MOVEIT SYSTEM**  
TOP PRODUCT

Delights		49%
Highly Satisfies		49%
Almost Satisfies		3%
Disappoints		--

86%  
Authentication

2	<b>GoAnywhere Managed File Transfer</b>		<b>83%</b>
3	<b>LF LeapFile</b>		<b>82%</b>
4	<b>Accellion Kiteworks</b>		<b>82%</b>
5	<b>IBM Managed File Transfer</b>		<b>81%</b>
6	<b>Citrix ShareFile</b>		<b>79%</b>
7	<b>Oracle Managed File Transfer</b>		<b>76%</b>
8	<b>SolarWinds Serv-U</b>		<b>74%</b>
9	<b>Adobe Send &amp; Track</b>		<b>73%</b>
<b>CATEGORY AVERAGE</b>			<b>80%</b>

--	<b>Coviant Diplomat Managed File Transfer</b>		<b>94%</b>
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# Product Feature Satisfaction

This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

## Data Fidelity

Consistent data integrity throughout the process

## Encryption/decryption

The encryption (source) and decryption (destination) of data transmitted



**SOLARWINDS SERV-U**  
TOP PRODUCT

Delights		47%
Highly Satisfies		53%
Almost Satisfies	--	--
Disappoints	--	--

87%

Data Fidelity



**GO ANYWHERE**  
A HelpSystems Solution

**GOANYWHERE MANAGED FILE TRANSFER**  
TOP PRODUCT

Delights		58%
Highly Satisfies		42%
Almost Satisfies	--	--
Disappoints	--	--

89%

Encryption/decryption

2	 Accellion Kitemworks		86%
3	LF LeapFile		83%
4	 GoAnywhere Managed File Transfer		83%
5	 Ipswitch MOVEit System		82%
6	 Oracle Managed File Transfer		81%
7	 Citrix ShareFile		80%
8	IBM IBM Managed File Transfer		79%
9	 Adobe Send & Track		77%
<b>CATEGORY AVERAGE</b>			<b>81%</b>

2	LF LeapFile		89%
3	 SolarWinds Serv-U		85%
4	 Ipswitch MOVEit System		84%
5	IBM IBM Managed File Transfer		83%
6	 Citrix ShareFile		82%
7	 Accellion Kitemworks		81%
8	 Oracle Managed File Transfer		80%
9	 Adobe Send & Track		80%
<b>CATEGORY AVERAGE</b>			<b>83%</b>

--	 Coviant Diplomat Managed File Transfer		94%
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--	 Coviant Diplomat Managed File Transfer		100%
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# Product Feature Satisfaction

This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

## File Transfer

File transfer services

## High Performance

High bandwidth data transfer, encryption/decryption, authentication of the service



**GO ANYWHERE**  
A HelpSystems Solution

**GOANYWHERE  
MANAGED FILE  
TRANSFER**  
TOP PRODUCT

Delights		70%
Highly Satisfies		27%
Almost Satisfies		3%
Disappoints		--

92%

File Transfer



**LEAPFILE**  
Simple and Secure file delivery!

**LEAPFILE**  
TOP PRODUCT

Delights		50%
Highly Satisfies		44%
Almost Satisfies		6%
Disappoints		--

86%

High Performance

2	 Ipswitch MOVEit System		90%
3	LF LeapFile		88%
4	 IBM Managed File Transfer		87%
5	 SolarWinds Serv-U		85%
6	 Oracle Managed File Transfer		83%
7	 Adobe Send & Track		82%
8	 Accellion Kiteworks		82%
9	 Citrix ShareFile		79%
<b>CATEGORY AVERAGE</b>			<b>84%</b>

2	 IBM Managed File Transfer		84%
3	 GoAnywhere Managed File Transfer		83%
4	 Accellion Kiteworks		82%
5	 Oracle Managed File Transfer		81%
6	 Ipswitch MOVEit System		80%
7	 Citrix ShareFile		78%
8	 Adobe Send & Track		78%
9	 SolarWinds Serv-U		74%
<b>CATEGORY AVERAGE</b>			<b>81%</b>

--	 Coviant Diplomat Managed File Transfer		97%
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--	 Coviant Diplomat Managed File Transfer		94%
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# Product Feature Satisfaction

This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

## LDAP Support

Support for user ID authentication across both organizations using MS Active Directory credentials

## Large File Support

Support for large (>2GB) file transfers



2	LF LeapFile		89%
3	Ipswitch MOVEit System		83%
4	GoAnywhere Managed File Transfer		83%
5	IBM Managed File Transfer		81%
6	Citrix ShareFile		80%
7	Oracle Managed File Transfer		79%
8	Adobe Send & Track		77%
9	SolarWinds Serv-U		76%
CATEGORY AVERAGE			81%

2	Accellion Kiteworks		84%
3	LF LeapFile		83%
4	Oracle Managed File Transfer		79%
5	SolarWinds Serv-U		79%
6	Ipswitch MOVEit System		79%
7	IBM Managed File Transfer		78%
8	Citrix ShareFile		78%
9	Adobe Send & Track		73%
CATEGORY AVERAGE			79%

--	Coviant Diplomat Managed File Transfer		88%
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--	Coviant Diplomat Managed File Transfer		91%
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# Product Feature Satisfaction

This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

## Multi-Platform Support

Support for multiple clients on either side of the data transfer process

## Quota & Bandwidth Control

Ability to control quota and rate of transfer



**GO ANYWHERE**  
A HelpSystems Solution

**GOANYWHERE  
MANAGED FILE  
TRANSFER**  
TOP PRODUCT

Delights		48%
Highly Satisfies		41%
Almost Satisfies		11%
Disappoints		--

84%  
Multi-Platform Support



**LEAPFILE**  
Simple and Secure file delivery!

**LEAPFILE**  
TOP PRODUCT

Delights		50%
Highly Satisfies		39%
Almost Satisfies		11%
Disappoints		--

85%  
Quota & Bandwidth Control

2	 SolarWinds Serv-U		82%
3	LF LeapFile		79%
4	 Accellion Kiteworks		79%
5	 IBM Managed File Transfer		79%
6	 Adobe Send & Track		78%
7	 Citrix ShareFile		78%
8	 Ipswitch MOVEit System		76%
9	 Oracle Managed File Transfer		75%
<b>CATEGORY AVERAGE</b>			<b>78%</b>

2	 GoAnywhere Managed File Transfer		80%
3	 Oracle Managed File Transfer		80%
4	 SolarWinds Serv-U		78%
5	 IBM Managed File Transfer		77%
6	 Ipswitch MOVEit System		76%
7	 Accellion Kiteworks		75%
8	 Citrix ShareFile		75%
9	 Adobe Send & Track		70%
<b>CATEGORY AVERAGE</b>			<b>77%</b>

--	 Coviant Diplomat Managed File Transfer		84%
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--	 Coviant Diplomat Managed File Transfer		92%
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# Product Feature Satisfaction

This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

## Session Monitoring

Reporting and metrics of the data transferal session

## Transport Security

Security of the data transmission



2	Oracle Managed File Transfer		82%
3	GoAnywhere Managed File Transfer		81%
4	IBM Managed File Transfer		81%
5	Accellion Kiteworks		78%
6	Ipswitch MOVEit System		77%
7	Adobe Send & Track		75%
8	Citrix ShareFile		75%
9	SolarWinds Serv-U		69%
CATEGORY AVERAGE			79%

2	LF LeapFile		82%
3	GoAnywhere Managed File Transfer		82%
4	IBM Managed File Transfer		81%
5	Oracle Managed File Transfer		81%
6	Adobe Send & Track		77%
7	Citrix ShareFile		76%
8	Accellion Kiteworks		70%
9	SolarWinds Serv-U		67%
CATEGORY AVERAGE			79%

--	Coviant Diplomat Managed File Transfer		92%
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--	Coviant Diplomat Managed File Transfer		100%
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